

FIG - 1

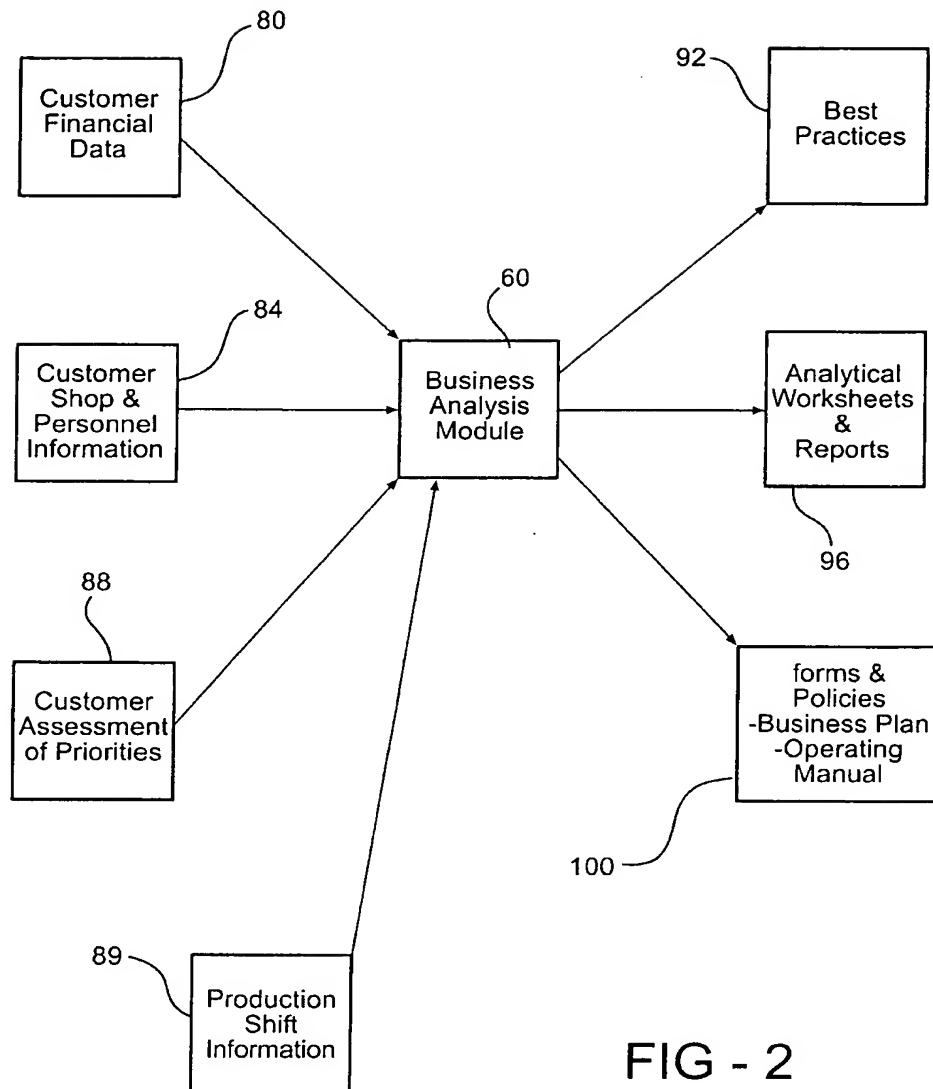


FIG - 2

SITE ARCHITECTURE

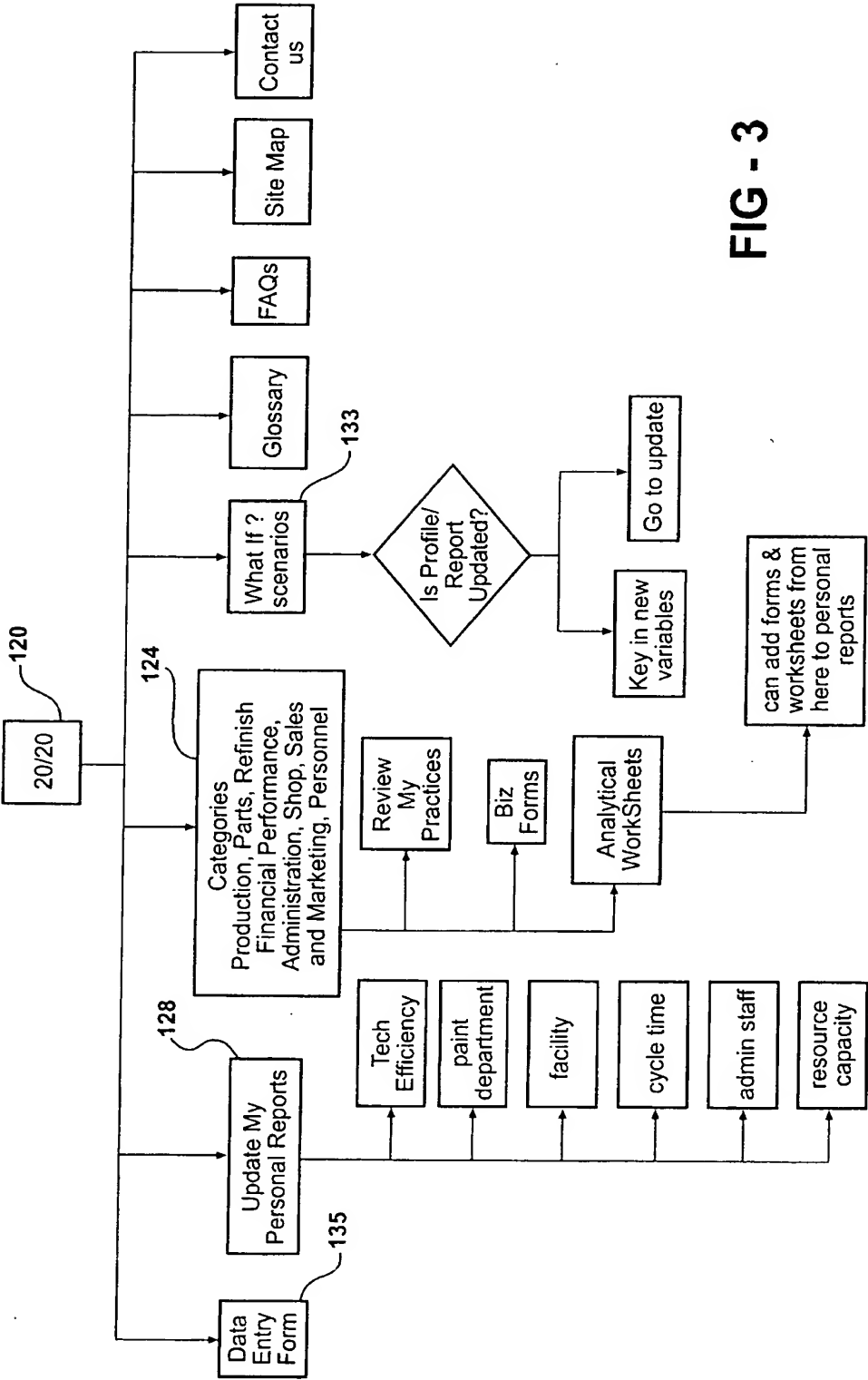


FIG - 3

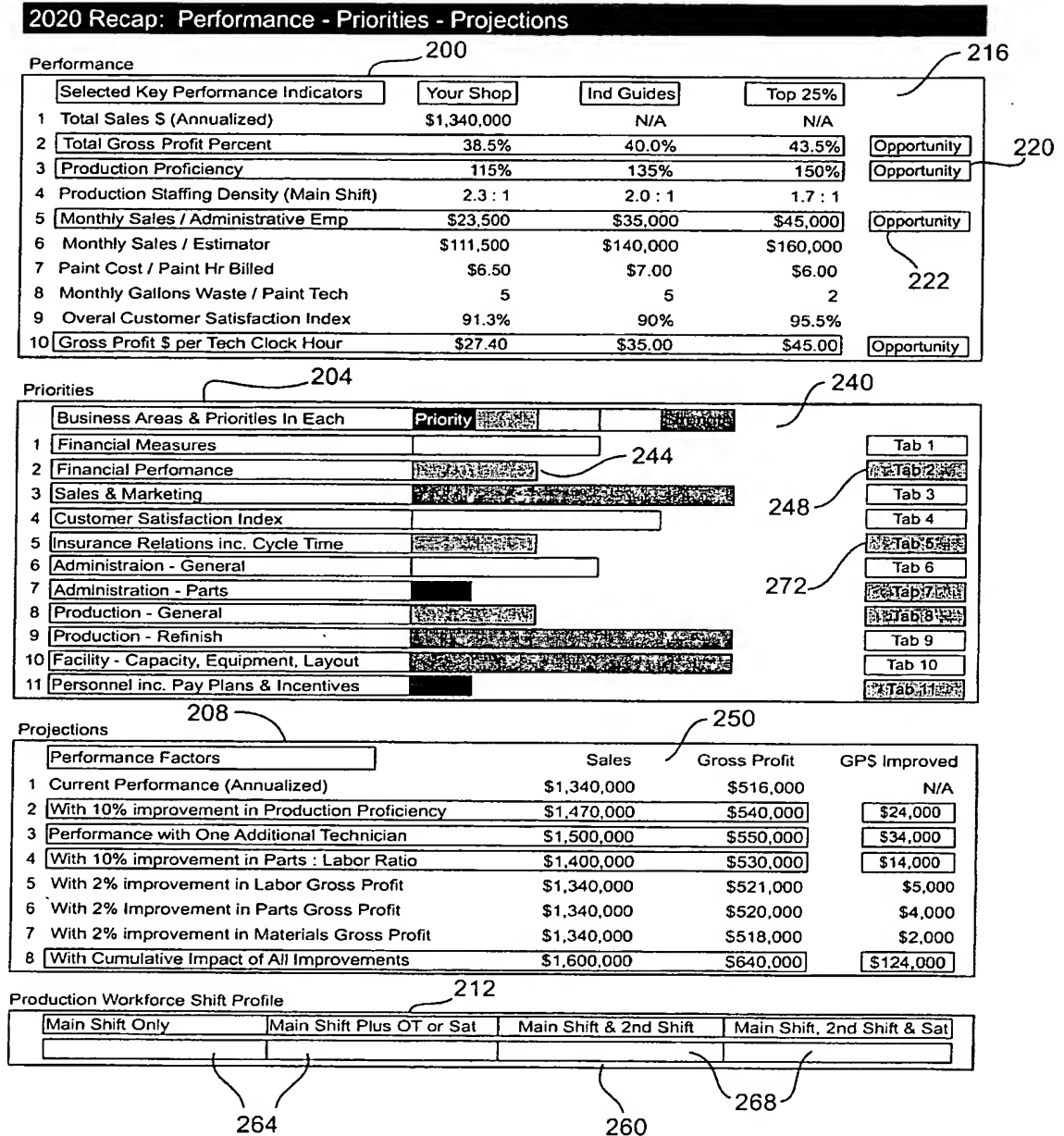


FIG - 4

[illegible]

FIG - 5

Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing 'Sub-Page', the 1st of 11 Sub-pages

N/A Weak Avg Strong

350

1	Customer 1st Impression of Your Facility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
2	Customer 1st Impression of Your Employees	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
3	2nd Impressions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
4	Sales Close % on Estimates Written	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
5	Maximizing Repeat & Customer Referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
6	Maximizing Insurance DRP Business	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Cycle Time Performance (CTP)	Link to Unique Cycle Time Measurement Tools					
	Checklist and Action Planner	Link to Detail Below					
7	Maximizing Employee Referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
8	Maximizing Dealership & Fleet Referrals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
9	Maximizing 'Exposure' of Location	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
10	Advertising & Marketing Promotion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					
11	Yellow Pages & Directories	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Checklist and Action Planner	Link to Detail Below					

FIG - 6

Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing 'Sub-Page', the 1st of 11 sub-pages

		N/A	Weak Avg Strong				Add to 90-Day Plan	Add to One-Year Plan
380 {	1 Customer 1st Impression of yYour Facility							
	Overall Impression from street							
	Signage							
	General Appearance of Building							
	Clear wide entrance							
	Appearance of Parking Area							
	Parking places available							
	Parking places well marked							
	Estimating area marked							
	Appearance of Reception Area							
	Clean							
	Comfortable							
	2 Customer 1st Impression of Employees							
	Telephone Answering & Handling							
Prompt								
Strong & Courteous Greeting								
Consistent greeting by all								
Back-up answering responsibility								
Customer Service Representatives								
Consistently courteous								
Consistently Professional								
Consistently Customer Focused								
Impression of sales representatives								
Consistently Courteous								
Consistently Professional								
Consistently Customer Focused								
3 2nd Impressions								
Reception Area: Info on Display								
Steps in the Repair Process								
Refinish Warranty								
Employee Training Certifications								
Photos / Testimonials								
Production Area								
Neat & Clean 100% of time								
Employees in Uniforms								

FIG - 7

Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing ' Sub-Page', the 1st of 11 sub-pages

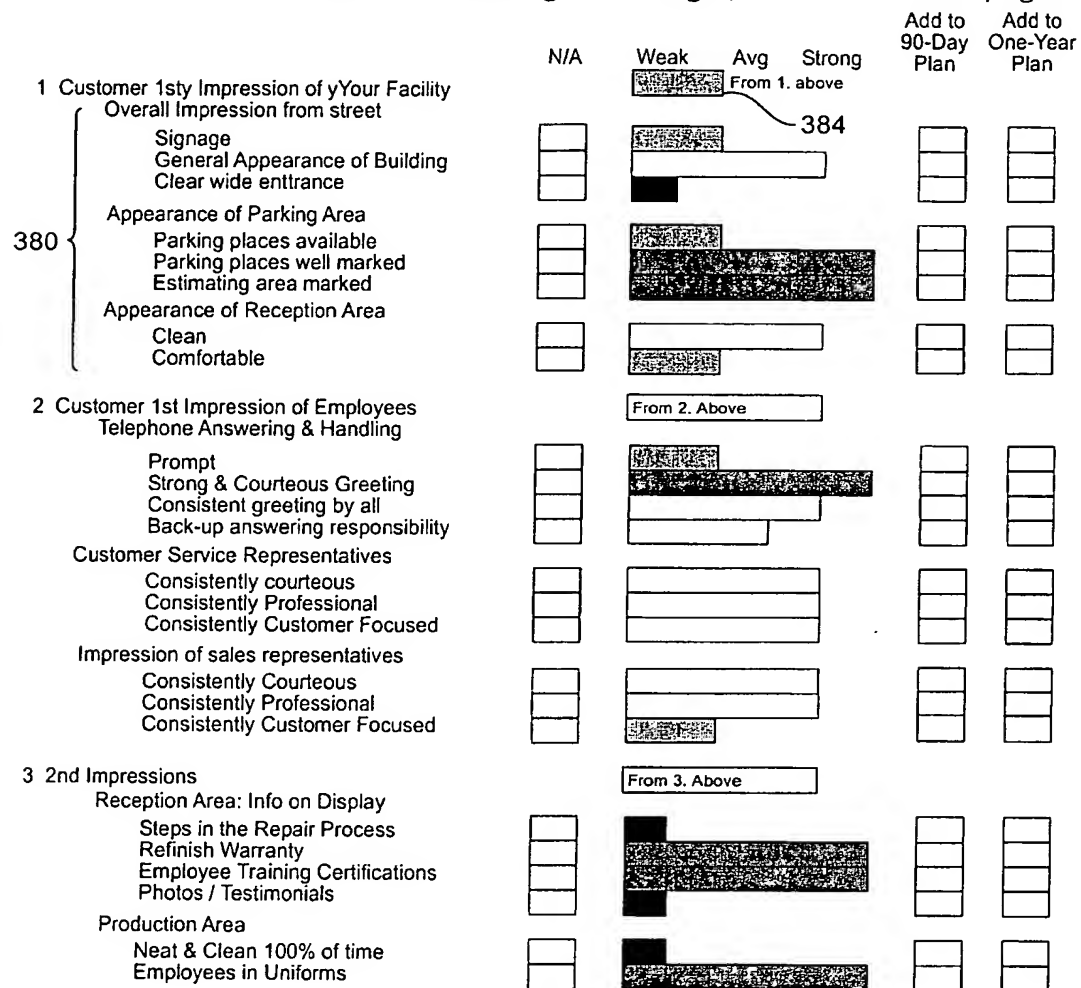


FIG - 8

Sales & Marketing: Selling and Sources of Business

Note: This is the Sales & Marketing 'Sub-Page', the 1st of 11 Sub-pages

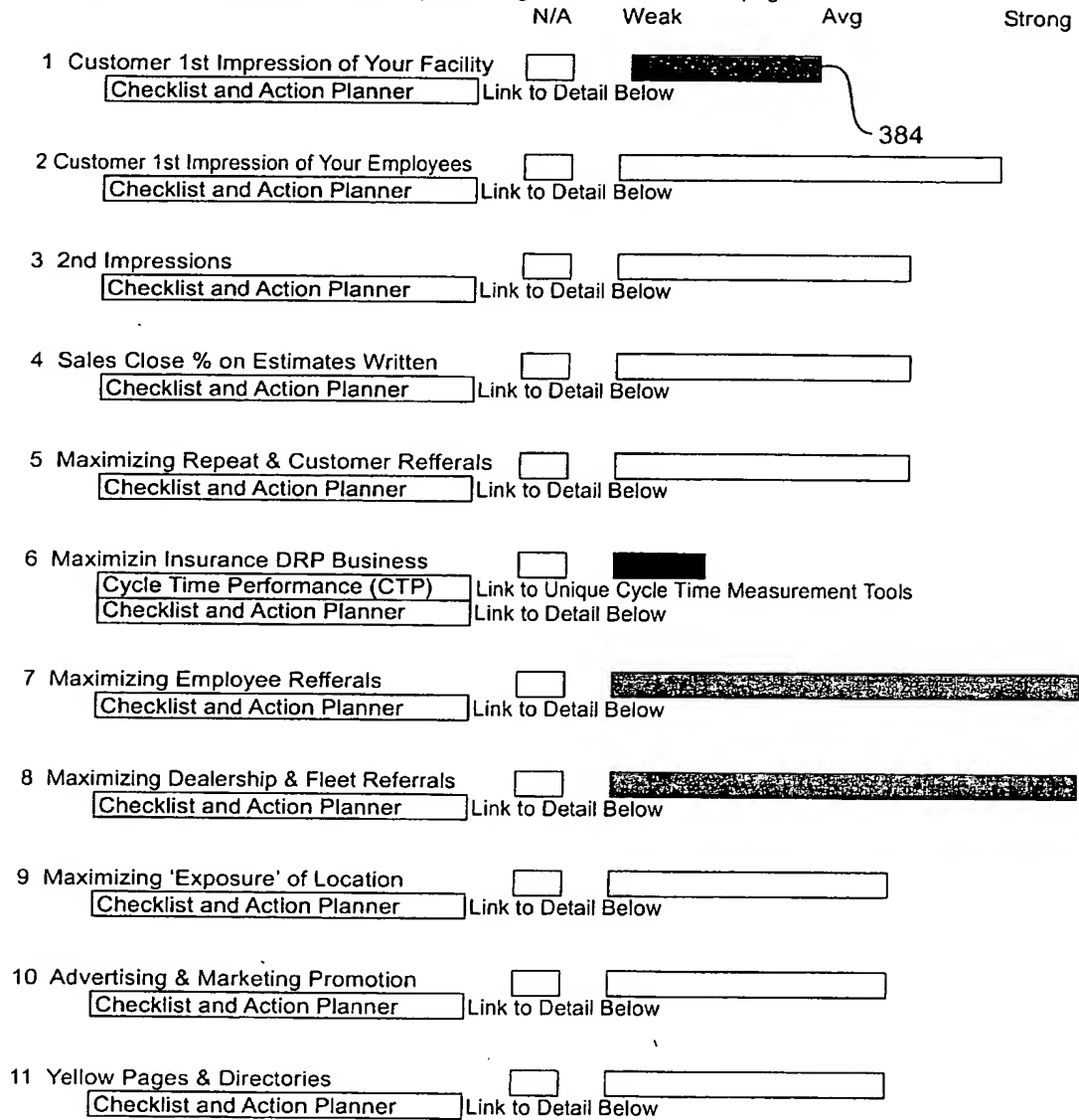


FIG - 9

Glasurit Leaders Group - Member Data Entry Form

Name of Business	<input type="text"/>	Part of multiple shop ownership group?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Street Address	<input type="text"/>	Name of group	<input type="text"/>
City, State, Zip	<input type="text"/>		
Contact	<input type="text"/>	Data covers how many months?	<input type="text"/>
Title	<input type="text"/>	Final month of data	<input type="text"/>
Phone	<input type="text"/>	Today's Date (Mo / Yr)	<input type="text"/>
Fax	<input type="text"/>	Management System(s)	<input type="text"/>
e-mail	<input type="text"/>		
Dealer <input type="checkbox"/> or Independent <input type="checkbox"/>		Estimating System(s)	<input type="text"/>
If Dealer, please list primary franchise(s)	<input type="text"/>		

Priorities

	Opportunities / Weaknesses		vs. Management Strengths		
	Weak		Average		Strong
Financial Measures	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Financial Performance	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Sales & Marketing	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Customer Satisfaction	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Insurance Rel & CTP*	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Admin - General	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Admin - Parts	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production - General	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Production - Refinish	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Facility-Equip-Layout	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Personnel-Pay Plans	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

} 88

Facility, Employees & Shift Profile

84 {	No. of Metal Stalls inc. Frame	<input type="text"/>	No. Admin Emp inc. Estimators	<input type="text"/>	} 84
	Number of Metal Techs	<input type="text"/>	Memo: No. Estimators	<input type="text"/>	
	No. Refinish Stalls inc. Booth	<input type="text"/>	Sales Close Rate %	<input type="text"/>	} 88
	Number of Paint Booths	<input type="text"/>	Number of RO's for time period	<input type="text"/>	
	Number of refinish Techs	<input type="text"/>	Overall Cust. Sat. Index (CSI)	<input type="text"/>	} 84
	No. Detailing Stalls	<input type="text"/>	Production Dept Square Feet	<input type="text"/>	
	No. of Detailing Techs	<input type="text"/>			
	No. Mechanical/Other Stalls	<input type="text"/>			
No. Mechanical/Other Techs	<input type="text"/>				
Total # of Work Spaces	<input type="text"/>				
Total # of Technicians	<input type="text"/>				

Number of Technicians by Shift / by Day	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday	
	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours	Number of Techs	Average Hours
Day Shift												
Overtime												
Afternoon Shift												

89

FIG - 10a

Glasurit Leaders Group - Member Data Entry Form

Sales, Gross Profit, Hours Sold & Hours Worked

84 {	Metal Labor Sales \$	<input type="text"/>	Metal Labor Hours Sold	<input type="text"/>	} 80,84
	Metal Labor Gross Profit \$	<input type="text"/>	Metal Labor Clock Hours	<input type="text"/>	
	Refinish Labor Sales \$	<input type="text"/>	Refinish Labor Hours Sold	<input type="text"/>	
	Refinish Labor Gross Profit \$	<input type="text"/>	Refinish Labor Clock Hours	<input type="text"/>	
	Frame Labor Sales \$	<input type="text"/>	Frame Labor Hours Sold	<input type="text"/>	
	Metal Labor Gross Profit \$	<input type="text"/>	Frame Labor Clock Hours	<input type="text"/>	
	Warranty Labor Sales \$	<input type="text"/>	Warranty Labor Hours Sold	<input type="text"/>	
	Warranty Labor Gross Profit \$	<input type="text"/>	Warranty Labor Clock Hours	<input type="text"/>	
	Internal Labor Sales \$	<input type="text"/>	Internal Labor Hours Sold	<input type="text"/>	
	Internal Labor Gross Profit \$	<input type="text"/>	Internal Labor Clock Hours	<input type="text"/>	
	Mechanical & Other GP \$	<input type="text"/>	Mechanical & Other Hrs Sold	<input type="text"/>	
	Mechanical & Other GP \$	<input type="text"/>	Mechanical & Other Clock Hrs	<input type="text"/>	
	Total Labor Sales \$	<input type="text"/>	Total Labor Hrs Sold	<input type="text"/>	
	Total Labor Gross Profit \$	<input type="text"/>	Total Labor Clock Hours	<input type="text"/>	
80 {	Part Sales \$	<input type="text"/>	Paint Only Cost of Sales	<input type="text"/>	} 80
	Parts Gross Profit \$	<input type="text"/>	Monthly Gallons of Waste	<input type="text"/>	
	Refinish Materials Sales \$	<input type="text"/>	Cost to Remove	<input type="text"/>	
	Refinish Materials Gross Profit \$	<input type="text"/>	Door Labor Rate \$ / Hr	<input type="text"/>	
	Sublet Sales \$	<input type="text"/>	Mechanical Rate \$ /Hr	<input type="text"/>	
	Sublet Cost of Sales	<input type="text"/>	Matt Allowance / Refinish Hour	<input type="text"/>	
	Total Sales \$	<input type="text"/>	Memo: Selected Variable Overhead Values		
	Total Gross Profit \$	<input type="text"/>	Media Advertising	<input type="text"/>	
	Fixed Overhead - Building \$	<input type="text"/>	Yellow Pages / Directories	<input type="text"/>	
	Fixed Overhead - Admin Staff \$	<input type="text"/>	Other Promotions	<input type="text"/>	
Variable Overhead \$	<input type="text"/>	Policy Adjustments	<input type="text"/>		
Total Overhead \$	<input type="text"/>	Training - Admin Staff	<input type="text"/>		
Net Profit \$	<input type="text"/>	Training - Technicians	<input type="text"/>		

FIG - 10b

Technician		Stalls per Technician	
Production Efficiency		Main Shift Only	
186			1.0
184			1.2
173			1.4
165			1.5
160			1.6
159			1.6
153			1.7
152			1.8
149			1.8
144			1.8
140			1.8
139			1.9
138			1.9
135			1.9
134			1.9
131			1.9
You are here →		130	1.9
129			2.0
129			2.0
128			2.0
124			2.0
122			2.0
120			2.1
120			2.2
119			2.2
118			2.1
117			2.3
116			2.3
114			2.3
113			2.4
113			2.4
112			2.4
111			2.4
110		You are here →	
110			2.7
109			2.8
106			2.9
105			2.9
103			2.9
102			3.0
100			3.0
99			3.0
98			3.0
98			3.1
95			3.2
93			3.2
92			3.2
90			3.5
88			3.5
87			4.0

*Value from recent sample of 50 shops.

241

243

237

239

FIG - 11

Process Hours Programming Guide

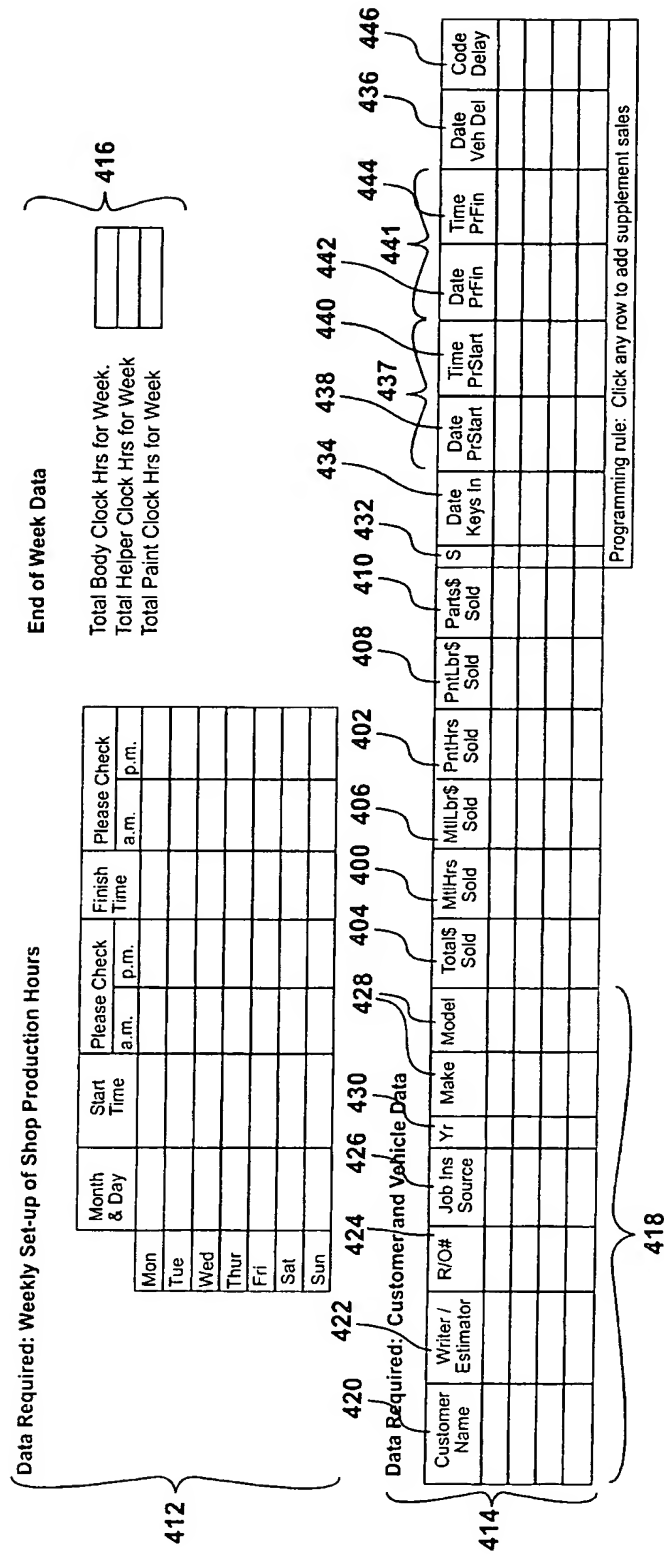


FIG - 12

Process Hours Programming Guide

Data Required: Weekly Set-up of Shop Production Hours

Month & Day	Start Time	Please Check a.m.	Please Check p.m.	Finish Time	Please Check a.m.	Please Check p.m.
Mon 9/8		8 x		5		x
Tue 9/9		8 x		5		x
Wed 9/10		8 x		5		x
Thur 9/11		8 x		9		x
Fri 9/12		8 x		5		x
Sat 9/13						
Sun 9/14						

End of Week Data

Total Body Clock Hrs for Week.	
Total Helper Clock Hrs for Week	
Total Paint Clock Hrs for Week	

Data Required: Customer and Vehicle Data

Customer Name	Writer / Estimator	R/O#	Job Ins Source	Yr	Make	Model	Total\$ Sold	MillHrs Sold	MillBr\$ Sold	PntHrs Sold	PntLbr\$ Sold	Partis\$ Sold	S	Date Keys In	Date PrStart	Time PrStart	Date PrFin	Time PrFin	Date Veh Del	Code Delay
		Ex1						10		8				8 Sep	12 noon	10 Sep	2 pm	11 Sep		
		Ex2						10		8				10 Sep	12 noon	12 Sep	2 pm	12 Sep		
		Ex3						12		9				9 Sep	2 pm	12 Sep	2 pm	15 Sep		

Programming rule: Click any row to add supplement sales

FIG - 13